

Kentucky Occupational Skill Standards List

2001 Administrative Support Services

AA		APPLY MATH AND FINANCIAL SKILLS
AA	001	Add, subtract, multiply, and divide with the use of calculator
AA	002	Add, subtract, multiply, and divide without the use of a calculator
AA	003	Balance cash and receipts
AA	004	Balance bank statements with checkbook
AA	005	Maintain accounting journal
AB		DEMONSTRATE EFFECTIVE WRITTEN SKILLS
AB	001	Prepare correspondence
AB	002	Compose written documents
AB	003	Write copy to be keyed
AB	004	Use correct terminology
AB	005	Use correct spelling, punctuation, and grammar
AB	006	Write with accuracy, brevity, and clarity
AB	007	Detect all content, format, and type errors
EA		EXHIBIT WORKPLACE SKILLS
EA	001	Demonstrate consistently punctual arrival
EA	002	Document regular attendance
EA	003	Demonstrate enthusiasm and confidence about work and learning new skills
EA	004	Demonstrate appropriate dress and hygiene for successful employment
EA	005	Demonstrate ability to act in a polite and respectful way towards co-workers
EA	006	Demonstrate the ability to complete tasks on time and accurately
EA	007	Demonstrate the ability to make career decisions
EA	008	Prepare a resume and letter of application or interest
EA	009	Fill out an application for employment
EA	010	Participate in an employment interview
EA	011	Follow directions and procedures
EA	012	Accept constructive criticism
EA	013	Work with minimal supervision
EB		UNDERSTAND WORKFORCE ISSUES
EB	001	Recognize the difference between a team environment workplace and a conventional workplace
EB	002	Identify the characteristics of a diverse workforce
EB	003	Identify ethical characteristics and behaviors
EB	004	Differentiate between good and poor business ethics
EB	005	Match employee responsibilities to employer expectations
EB	006	Define discrimination, harassment, and equity
EB	007	Demonstrate non-discriminatory behavior
EB	008	Maintain confidentiality and sensitivity of company information
OA		PERFORM ADMINISTRATIVE SUPPORT FUNCTIONS
OA	001	Prepare agenda and compile materials for meetings
OA	002	Develop a plan for organizing one's own work
OA	003	Coordinate one's own work
OA	004	Gather and compile data for supervisor and for company reports
OA	005	Demonstrate the ability to maintain supervisor's appointment calendar
OA	006	Assist others in operating equipment
OA	007	Order and maintain inventory of supplies
OA	008	Maintain inventory of forms
OA	009	Maintain confidential material
OA	010	Maintain current technical knowledge
OA	011	Develop liaisons outside the company
OA	012	Participate in task forces
OA	013	Prepare materials for copying

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OA	014	Secure document notarization
OA	015	Process packages
OA	016	Process mail
OA	017	Utilize courier services
OA	018	Distribute materials
OA	019	Access / utilize information
OA	020	Direct inquiries
OA	021	Maintain filing system
OA	022	Maintain reference library
OA	023	Maintain secure filing system
OA	024	Set up personal record management system
OA	025	Maintain biographical data
OA	026	Access files
OA	027	Maintain clippings file
OA	028	Maintain tickler file
OA	029	Maintain historical records
OA	030	File materials
OA	031	Demonstrate an understanding of proper office procedures
OA	032	Have the ability to purge records and/or files
OB		DEMONSTRATE COMMUNICATION AND TELECOMMUNICATION SKILLS
OB	001	Prepare and deliver oral presentations
OB	002	Maintain telephone log
OB	003	Handle routine telephone communications
OB	004	Receive visitors and clients
OB	005	Process electronic mail
OB	006	Process voice mail
OB	007	Retrieve messages
OB	008	Process fax/modem documents
OB	009	Maintain telephone numbers and addresses
OC		APPLY MATH AND FINANCIAL SKILLS
OC	001	Process invoices for payment
OC	002	Prepare bank deposits
OC	003	Prepare purchase requisitions
OC	004	Complete travel vouchers
OC	005	Accept payments
OD		DEMONSTRATE EFFECTIVE WRITTEN SKILLS
OD	001	Transcribe notes
OD	002	Take dictation at the keyboard
OE		UNDERSTAND AND PERFORM REPROGRAPHIC PROCEDURES
OE	001	Photocopy a document
OE	002	Decide on the best process for reproducing printed materials
OF		DEMONSTRATE BASIC COMPUTER SKILLS
OF	001	Key documents
OF	002	Insert a graphic in a document
OF	003	Design a table
OF	004	Design forms
OF	005	Complete preprinted forms
OF	006	Print information
OF	007	Scan data or graphics into a document electronically
OF	008	Revise existing documents
OF	009	Access the Help function

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OF	010	Locate data
OF	011	Develop and revise a database
OF	012	Merge text
OF	013	Prepare an index of the word processing directory/subdirectory
OF	014	Create high-quality visual aids
OF	015	Match software to work on hand
OF	016	Create a template using word processing software
OF	017	Prepare document using spreadsheet software package
OF	018	Create a new document
OF	019	Lay out a desktop-published document using available equipment
OF	020	Create desktop-publishing documents
OF	021	Create charts and graphs
OF	022	Create templates
OF	023	Custom design a desktop-published document
OF	024	Manipulate operating system to improve performance
OF	025	Maintain electronic media file
OF	026	Maintain system data integrity
OF	027	Update software programs on PC operating system
OF	028	Maintain PC operating system for use